

Outrigger Hotels and Resorts Vacations FAQs:

Booking vacation packages (general)

Am I booking my vacation package directly with Outrigger Hotels and Resorts?

No, your booking is handled through Global Booking Solutions, who specializes in bundling travel components like hotel and air to create a complete vacation package.

Why should I purchase a vacation package instead of booking my flight and hotel separately?

By purchasing air, hotel, and activities with Outrigger Hotels and Resorts Vacations, you are saving time as well as money. We combine airfare with negotiated hotel rates, car rentals, and optional activities and pass the savings to you. Booking a vacation package allows you to plan and purchase your entire trip in one convenient transaction.

What reservation transactions can I make online?

The website enables you to search for flight and hotel availability, create your travel itinerary, email an itinerary, and confirm a reservation. You can also use the help/customer service section to retrieve and review your online reservation.

For additional information, you can also contact the customer care center (1-833-239-6322), available 24 hours a day.

Please note that the hours of operation for the Outrigger Hotels and Resorts Vacations reservation center are Monday-Friday 8am–8pm (CST); Saturday and Sunday 10am–6pm (CST).

How do I search for a vacation?

Use the vacation search tool on the home page to search for a vacation package. After you enter your search criteria, the website automatically searches for your vacation package options. You can then use the selection screens to customize a travel itinerary.

How important are the Terms and Conditions?

If you purchase a vacation online, you are subject to the Terms and Conditions. The Terms and Conditions are extremely important. They outline Outrigger Hotels and Resorts Vacations policies and procedures. We encourage you to make a copy of the Terms and Conditions and read through them carefully. By confirming your reservation, you acknowledge that you have read and agree to the Terms and Conditions. For more information, click Terms and Conditions at the bottom of each screen.

Can I email others or myself my vacation itinerary before I confirm?

You can click email at the bottom of the package summary screen during the booking process to email yourself an itinerary quote before you confirm the reservation. This email includes the

itinerary details for the vacation package you created. It is not a confirmation; the inventory and price are not confirmed and are subject to change at any time.

Can I change the sort order for flights and hotels?

Yes. Use the drop-down menu at the top of the select your flight screen to sort flights by price, stops, flight duration, time or carrier.

You can also use the drop-down menu at the top of the select your hotel screen to sort the hotels by price, name, rating, distance from the airport or location.

Booking flights

Will I earn frequent flyer miles?

Eligibility for earning frequent flyer miles is determined by the rules and restrictions of the selected airline's frequent flyer program.

Why did different flight times return than what I entered?

When you search for specific departure or return times using the advanced search option, the website returns flight times based on the following criteria: first, it searches for the best priced flights. Then, it arranges those best-priced flights in order of the closest time to what you selected in the time preference menus for both departure and return.

Please note that if your preferred time does not appear, it may be that the air carriers do not have flights available that match your specified times.

If I book a flight with my vacation package, how do I reserve my seat assignments?

During the vacation booking process, you will be offered the option to reserve your seat assignments. If you choose not to reserve them at the time of booking, seats will automatically be assigned to you when available. Confirmed seat assignments will be printed on your electronic travel documents.

Is it possible to upgrade to a first class seat (if available)?

To see if first class options are available on your flight, please contact our customer care team (1-833-239-6322). You may also request seat upgrades at the airport for an additional charge.

How do I book an infant?

According to airline regulations, an "infant" is a child under the age of two. Infants do not require an airline seat and can sit on the lap of an adult traveler while flying ("lap child"). If an infant is traveling with you and you do not purchase a seat for the infant, select the number of children traveling with you and then select IN from the drop-down menu that appears for the children's age.

For some international destinations, additional taxes may apply when you include an infant on the reservation. The airline may also issue a ticket for the infant traveler.

I would like my infant to have his/her own seat, how should I book it?

In the build your vacation search tool, select the number of children traveling with you and then select 1 as the age of the infant from the drop-down menu that appears.

Booking hotels and features

How do I book more than one room for a vacation?

You may book up to four (4) rooms and up to eight (8) travelers per reservation. To add more than one room to your reservation online, select the advanced search options within the build your vacation search tool. Under the return date information is a drop-down box for the number of rooms you would like on your reservation. Select the appropriate number of rooms and then select the number of adults and children for each room. Outrigger Hotels and Resorts Vacations will then automatically search and display hotels that are able to accommodate the number of people requested for each room. You can also choose to upgrade individual rooms when making your reservation online.

For additional assistance, please contact the customer care center (1-833-239-6322).

How do I make special room requests?

If you need to make a special room request, email outriggercustomerservice@globalbookingsolutions.com, or contact the customer care center (1-833-239-6322).

Do you accommodate physically challenged travelers?

Our extensive hotel descriptions outline the number of available adaptive rooms a hotel or resort offers. Click on the name of a hotel at any point in the booking system to review the hotel description for that property. If you need to request special arrangements for a physically challenged traveler, please contact our customer care center (1-833-239-6322).

Where can I find more details on each hotel?

Hotel descriptions are available for each resort we offer. You can find details about the hotel accommodations, amenities, location, and more by clicking on the name of the hotel.

Pricing vacation packages

How do I know what the vacation price includes?

When you search for a vacation package, the availability prices always include the combined hotel and flight prices, any selected add-on prices, and all applicable air and hotel taxes and fees. The website does not add any surprise taxes or fees to the air and hotel vacation prices when you confirm the reservation. You may use the link at the bottom of the package summary screen to view a detailed breakdown of the amount of taxes/fees related to your vacation.

Note: car prices do not include local state taxes, which are paid upon arrival at the car rental location at the airport in the destination. Car prices do not include extra day charges. Extra day charges may apply if your return flight is one hour (or more) later than the scheduled drop-off time for your rental car.

How far from my intended travel date can I price a vacation?

Normally, you can search for a vacation 330 days prior to departure. There may be some exceptions to this rule. Please try different date options if your vacation search is not successful.

When I checked the vacation price yesterday it was lower than it is today. Why?

When you price an Outrigger Hotels and Resorts Vacations package, you are viewing live inventory. Because prices are based on many factors, including availability of rooms/room types, flights and demand for the packages, prices can fluctuate, even within minutes. As it is not uncommon for prices to fluctuate, Outrigger Hotels and Resorts Vacations suggests that you check out different flights or alternate dates for a lower fare that is still available. The only way to secure a vacation price is to pay for it in full.

Payment information

When do I need to pay for my vacation?

Full payment for your vacation is due at time of booking, and is required in order to confirm your reservation.

Are payments processed on a secure server? How do I know?

Yes, all Outrigger Hotels and Resorts Vacations package payments process through a secure server. You know the server is secure by the little closed lock that appears at the bottom right of the web browser window. You can also see the "secure" url displayed briefly on the bottom left of the screen immediately after you click **complete booking**.

What taxes and fees do I have to pay?

Taxes and fees can include airport facility charges, federal taxes, state taxes, and government fees. The complete vacation package determines the fees and surcharges. The website includes

these fees in all vacation prices that appear on the selection screens. When you search using the vacation search tool, the prices you see in availability include the air and hotel taxes and fees when you book online. In some foreign destinations, there may also be additional nominal fees not included in the vacation package price. These fees are due upon arrival and must be paid at the airport before departure. For a listing of these fees, see the Terms and Conditions.

Can I use more than one credit card to apply payment?

Yes. You can use up to four different credit cards for payment at the time of booking.

What happens when the website rejects a credit card?

The website rejects a credit card if the information is entered incorrectly, the credit card is invalid, or the credit card exceeds its limit. If one of these situations occurs, you immediately receive an error message. Contact the customer care center (1-833-239-6322) for assistance.

When I try to confirm my online booking, at the end of the reservations process it says that my address cannot be verified. Why?

Our system can only recognize your address if you enter it **exactly** as it appears on your credit card billing statement. Please refer to your credit card billing statement, and try entering your address again. If you continue to receive the "cannot verify address" message, contact the customer care center (1-833-239-6322) for assistance.

How do I know my reservation is confirmed?

Your reservation is confirmed if a confirmation number appears at the top of the Reservation Confirmation screen, after you click Complete Booking. It may take several minutes for the Reservation Confirmation screen to appear. Remember to press Complete Booking only one time, and do not stop the transaction prior to receiving your confirmation number. If you stop the transaction or click the back button and then click Complete Booking again, you may confirm the reservation more than once and incur double charges on your credit card. After you confirm the reservation, you will automatically receive an email confirmation.

Post-booking questions

How can I get a copy of the confirmation or my travel itinerary?

When you confirm an online reservation, the website automatically sends you an email confirmation to the email address you entered on the checkout screen. In addition, within three days or less of full payment, Outrigger Hotels and Resorts Vacations sends a travel itinerary to the email address you provided. The travel itinerary can include confirmation numbers for hotel reservations and car rentals, destination information, dining options, contact information, and Outrigger Hotels and Resorts Vacations policies. If you require another travel itinerary due to lost email or email address change, please contact the customer care center (1-833-239-6322).

What forms of personal identification do I need when I depart?

When you travel, you are required to provide identification to verify your identity as well as that of any of your traveling companions.

For domestic travel (inside the U.S.), travel to Puerto Rico or the U.S. Virgin Islands, you need to carry a non-expired government-issued photo ID that matches the name on the reservation.

For international travel, U.S. citizens must have a valid government-issued passport. Married or divorced women, who travel under any name other than that printed on their documentation, must supply a marriage license and/or divorce decree (a copy is acceptable). In addition, special requirements apply to children traveling with only one parent or without parents. For some international travel, countries may not permit entry without a valid return ticket and/or visa or other documentation. Please contact the local embassy or consulate for travel requirements and more information.

How do I modify my confirmed online reservation?

You cannot modify your confirmed online reservation online. To make changes to the reservation, email outriggercustomerservice@globalbookingsolutions.com or contact the customer care center (1-833-239-6322).

Can I add passengers to a confirmed reservation?

You cannot add passengers to a confirmed reservation online. Please contact the customer care center (1-833-239-6322) to assist you in changing your reservation and the conditions of the purchase.

How do I request a refund?

Contact the customer care center (1-833-239-6322) to cancel your reservation and request a refund.

For refund inquiries please use the contact information below:

Attention: Customer Services
8969 N Port Washington Rd
Milwaukee, WI 53201
Fax: 414-351-2831

How do I cancel my online reservation?

Contact the customer care center (1-833-239-6322) to cancel your reservation and request a refund based on the terms and conditions of the vacation package.

Important! Check the terms and conditions at the bottom of any screen to review Outrigger Hotels and Resorts Vacations cancellation policies and penalties before you call to cancel a reservation.

Where can I find information regarding cancellation penalties?

You can click on the **terms and conditions** on the checkout screen to review Outrigger Hotels and Resorts Vacations cancellation policies.

What if there is a problem while I'm on vacation?

In your travel documents, you will be provided a toll-free number that will connect you to our traveler assistance center. This call center is staffed 24 hours a day, 365 days a year, to assist you with any problem that may arise while you are on vacation.

Pre-travel questions

How early should I arrive at the airport?

On the day of travel, please call the airline directly to reconfirm flight times. Recommended airport check in will begin 2 hours prior to departure for domestic flights and 3 hours prior to departure for international flights.

What can I bring through security?

For the most up-to-date information on prohibited and permitted items, please visit the [Transportation Security Administration](#) website.

What are the checked baggage requirements?

Many airlines have a policy of charging travelers for checked baggage. Those charges are payable directly to the airline at the time of check-in; they are not included in the price of your vacation. Click **Additional Baggage Charges** from the top of the flight availability page to view current baggage fees and requirements.

Issues, errors, and support

I forgot my password. What do I do?

If you forget your password, Outrigger Hotels and Resorts Vacations can send you a reminder via email by following the steps below:

1. Click **Retrieve a Reservation** on the search navigation bar, 'Forgot your password?' link.
2. Enter your reservation number and then click on the link to have your password emailed to you.

3. Outrigger Hotels and Resorts Vacations will email your login information to the email address you entered when you confirmed your reservation.

What is a favorite? How do I add this website to my favorites?

Your browser enables you to save links to websites you visit most often. These links are known as your favorites. Favorites enable you to click a link instead of typing the web address every time you access a website. There is an entire menu option dedicated to favorites on most web browsers.

Follow the steps below to add this website to your favorites.

1. Open your internet browser, and type the website's address in the address field.
2. Select **add to favorites** from the favorites drop-down menu on the top navigation bar. The 'add favorite' box opens.
3. Select the folder where you want to include the website, and click OK. Your browser adds the link to your favorites list.

My computer uses a pop-up blocker. Will this affect how I use this website?

A "pop-up blocker" is software your computer uses to disable any advertisements or windows that may appear when you use the Internet. This website uses some pop-ups to provide additional information and to allow you to email travel itineraries. However, you can still confirm reservations, even if your computer uses a pop-up blocker.

When I try to price or book a vacation online, I receive an error message. What should I do?

If you receive an error message, the system may be busy or if there may be other network communication problems. If you receive an error, attempt the action again in a few minutes or at a time when the system might be less busy.

If you continue to receive an error message after several attempts, you can email outriggercustomerservice@globalbookingsolutions.com or call our customer care center at 1-833-239-6322. Please note that the hours of operation for the Outrigger Hotels and Resorts Vacations reservation center are Monday-Friday 8am–8pm (CST); Saturday and Sunday 10am–6pm (CST). If sending an email, include as much information as you can, including origin and destination cities, travel dates, number of adult and child (ages 1-17) passengers, hotel preference, the specific error message, and the step in the process where the message appears.

Who do I contact if I need support or personal assistance?

If you need assistance before, during or after your trip, contact the customer care center 1-833-239-6322 or outriggercustomerservice@globalbookingsolutions.com.